Collocation Provisioning Process Interval & Outputs
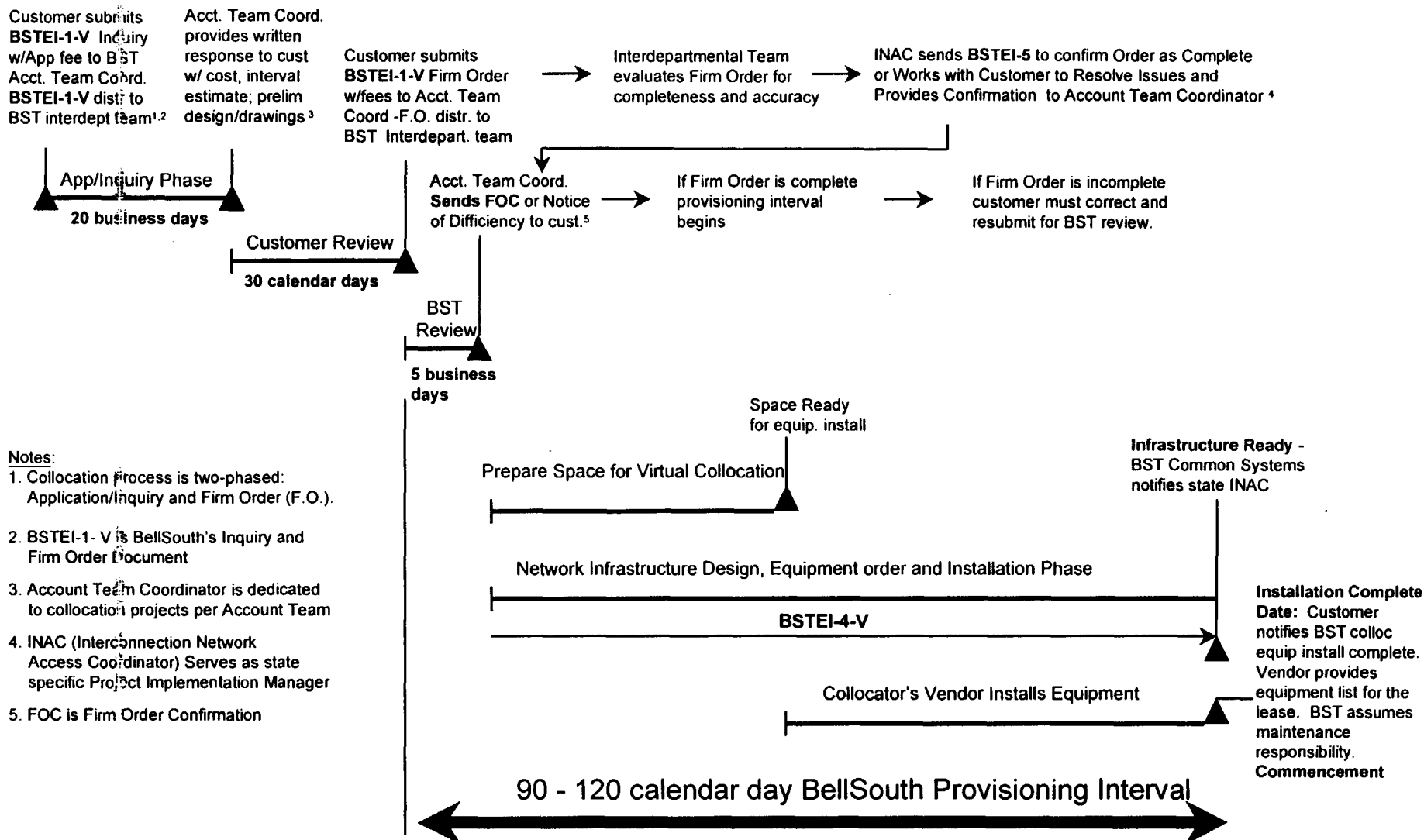
@ **BELL**SOUTH

Physical Collocation - Process assumes ordinary conditions

Customer submits BSTEI-1-P Inquiry w/App fee to BST Acct. Team Coord. BSTEI-1-P distr to BST interdept team [1,2]

Acct. Team Coord. provides written response to cust w/ cost, interval estimate; prelim design/drawings [3]

Customer submits BSTEI Firm Order w/fees to Acct. Team Coord -F.O. distr. to BST Interdepart. team

→ Interdepartmental Team evaluates Firm Order for completeness and accuracy

→ INAC confirms Order as Complete or Works with Customer to Resolve Issues and Provides Confirmation to Account Team Coordinator [4]

App/Inquiry Phase

30 business days

Acct. Team Coord. Sends FOC or Notice of Deficiency to cust. [5] →

If Firm Order is complete provisioning interval begins →

If Firm Order is incomplete customer must correct and resubmit for BST review.

Customer Review

30 days

BST Review

BST Bldg. Contractor submits for Permit - BST Property Mgmt. oversees process

Design Phase

BST Bldg. Contractor Receives Permit - BST Property Mgmt. notified

Space Enclosure Complete Date: Space is Inspected and Certificate of Occupancy is issued

Infrastructure Ready - BST Common Systems notifies state INAC

Notes:
1. Collocation process is two-phased: Application/Inquiry and Firm Order (F.O.).

2. BSTEI-1-F is BellSouth's Inquiry and Firm Order Document

3. Account Team Coordinator is dedicated to collocation projects per Account Team

4. INAC (Interconnection Network Access Coordinator) Serves as state specific Project Implementation Manager

5. FOC is Firm Order Confirmation

6. Collocator may begin equipment installation upon BST receipt of Certificate of Occupancy if liability waiver is signed.

7. Interval negotiatiation dependent on ordinary or extraordinary conditions (except where otherwise specified).

Permit Phase

Clock Stops

Space Construction Phase: Common Space & Enclosure

Installation Complete Date: Customer notifies BST colloc equip install complete. **Commencement**

Network Infrastructure Design, Equipment order and Installation Phase

Collocator Installs Equipment [6]

120 or 180 day BellSouth Provisioning Interval [7]

Clock Stops   Clock Starts

BellSouth Space and Infrastructure Complete Date

Virtual Collocation

Customer submits
BSTEI-1-V Inquiry
w/App fee to BST
Acct. Team Coord.
BSTEI-1-V distr to
BST interdept team[1,2]

Acct. Team Coord.
provides written
response to cust
w/ cost, interval
estimate; prelim
design/drawings[3]

Customer submits
BSTEI-1-V Firm Order
w/fees to Acct. Team
Coord -F.O. distr. to
BST Interdepart. team

→ Interdepartmental Team
evaluates Firm Order for
completeness and accuracy

→ INAC sends **BSTEI-5** to confirm Order as Complete
or Works with Customer to Resolve Issues and
Provides Confirmation to Account Team Coordinator[4]

App/Inquiry Phase

20 business days

Customer Review

30 calendar days

Acct. Team Coord.
**Sends FOC or Notice
of Difficiency to cust.[5]**

→ If Firm Order is complete
provisioning interval
begins

→ If Firm Order is incomplete
customer must correct and
resubmit for BST review.

BST
Review

**5 business
days**

Space Ready
for equip. install

Prepare Space for Virtual Collocation

**Infrastructure Ready -
BST Common Systems
notifies state INAC**

Network Infrastructure Design, Equipment order and Installation Phase

BSTEI-4-V

Collocator's Vendor Installs Equipment

**Installation Complete
Date:** Customer
notifies BST colloc
equip install complete.
Vendor provides
equipment list for the
lease. BST assumes
maintenance
responsibility.
Commencement

Notes:
1. Collocation Process is two-phased:
   Application/Inquiry and Firm Order (F.O.).

2. BSTEI-1-V is BellSouth's Inquiry and
   Firm Order Document

3. Account Team Coordinator is dedicated
   to collocation projects per Account Team

4. INAC (Interconnection Network
   Access Coordinator) Serves as state
   specific Project Implementation Manager

5. FOC is Firm Order Confirmation

90 - 120 calendar day BellSouth Provisioning Interval

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

PRE-ORDERING AND ORDERING OSS

Function:	Average Response Interval for Pre-Ordering and Ordering Legacy Information & OSS Interface Availability
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, product and feature availability, and the validity of the street address. Typically, this type of information is gathered from the supporting OSS's while the customer (or potential customer) is on the telephone with the customer service agent. This information may be gathered via stand-alone pre-order inquiries or as part of the ordering function. Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for the CLEC interface systems to obtain from legacy systems the pre-ordering/ordering information necessary to establish and modify service. This measurement also captures the availability percentages for the BST systems that the CLEC uses during pre-ordering and ordering. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.
Measurement Methodology:	1. **Average OSS Response Interval = Sum [(Date & Time of Legacy Response) - (Date & Time of Request to Legacy)]/(Number of Legacy Requests During the Reporting Period)** The response interval for retrieving pre-order/order information from a given legacy is determined by summing the response times for all requests (contracts) submitted to the legacy during the reporting period and then dividing by the total number of legacy requests for the reporting period. The response interval starts when the client application (LENS for CLECs; RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period that take less than 2.3 seconds and the number that take more than 6 seconds are also captured. **Definition:** Average response time for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs). 2. **OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100** **Definition:** Percent of time OSS interface is actually available compared to scheduled availability. Availability percentages for CLEC interface systems and for all legacy systems accessed by them are captured.

PRE-ORDERING AND ORDERING OSS

Reporting Dimensions:	Excluded Situations:
• Not CLEC specific. • Not product/service specific. • Regional Level	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISNET	Feature/Svc	x	x	x	x
OASIS	OASISBSN	Feature/Svc	x	x	x	x
OASIS	OASISCAR	Feature/Svc	x	x	x	x
OASIS	OASISLPC	Feature/Svc	x	x	x	x
OASIS	OASISMTN	Feature/Svc	x	x	x	x
OASIS	OASISOCP	Feature/Svc	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HALCRIS	CSR	x	x	x	x
COFFI	COFIUSOC	Feature/Svc	x	x	x	x
P/SIMS	PSIMSORB	Feature/Svc	x	x	x	x

PRE-ORDERING AND ORDERING OSS

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x

ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to applicable BST results, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.
Measurement Methodology:	1. **Percent Flow-through Service Requests = ä (Total Number of valid Service Requests that flow-through to the BST OSS) / (Total Number of valid Service Requests delivered to BST OSS) X 100.** **Definition:** Percent Flow-through Service Requests measures the percentage of orders submitted electronically that utilize BSTs' OSS without manual (human) intervention. **Methodology:** • Mechanized tracking for flow-through service requests and manual SOER error audit reports (3/31/98). Mechanized tracking for SOER errors and flow-through (4/30/98). • BST mechanized order tracking. 2. **Percent Rejected Service Requests = ä (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100.** **Definition:** Percent Rejected Service Requests is the percent of total orders received rejected due to error or omissions. **Methodology:** • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests • BST retail report not applicable. 3. **Reject Interval = ä [(Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period). Requests are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours.** **Definition:** Reject Interval is the average reject time from receipt of service order request to distribution of rejection. **Methodology:** • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable.

ORDERING

Measurement Methodology:	4. Firm Order Confirmation Timeliness = å [(Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period) **Definition:** Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid service order request to distribution of order confirmation. Results are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours. **Methodology:** • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable. 5. Speed of Answer in Ordering Center = å (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period. **Definition:** Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers. **Methodology:** • Mechanized tracking through LCSC Automatic Call Distributor. • Mechanized tracking through BST retail center support systems.

ORDERING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate (Where Applicable) • State and Regional Level • ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode. • Resale Res and Bus reporting categories require adherence to OBF standards. • "Other" category reflects service requests which do not have service class code populated. • Dispatch, No Dispatch ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode.	• Firm Order Confirmation Interval: Invalid Service Requests, and orders received outside of normal business hours • Percent Flow-through Service Requests: Rejected Service Requests • % Rejected Service Requests: Service Requests canceled by the CLEC • Supplements on Manual Orders
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region	• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region

Percent Flow-Through Service Requests

	Mechanized LSRs		BST Flow –Through	
Local Interconnection Trunks	X		Residence	X
UNE	X		Business	X
Resale - Residence	X			
Resale - Business	X			
Resale - Special	X			
UNE - Loops w/LNP	X			
Other	X			

Percent Rejected Service Requests

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

ORDERING

Reject Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Firm Order Confirmation Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month
LCSC	X
Residence Service Center	X
Business Service Center	X

PROVISIONING

Function:	Average Completion Interval and Order Completion Interval Distribution
Measurement Overview:	The "average completion interval" measure monitors the time required by BST to deliver integrated and operable service components requested by the CLEC, regardless of whether resale services or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "order completion interval distribution" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Measurement Methodology:	1. **Average Completion Interval = ä [(Completion Date & Time) - (Order Issue Date & Time)] / (Count of Orders Completed in Reporting Period)** 2. **Order Completion Interval Distribution = ä (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100** The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from BST issues a FOC or SOCs date time stamp receipt of a order from the CLEC to BST's actual order completion date. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed within the reporting period. The distribution of completed orders is determined by first counting, for each specified reporting dimension, the total numbers of orders completed within the reporting interval and the interval between the issue date of each order and the completion date. For each reporting dimension, the resulting count of orders completed for each specified time period following the issue date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. D&F orders are excluded from this measurement. BellSouth does not have established intervals for these orders. The customer chooses their disconnect date including 0 day disconnect. **Definition:** Average time from issue date of service order to actual order completion date. **Methodology:** • Mechanized metric from ordering system.

PROVISIONING

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• ISDN Orders included in Non Design - GA Only
• Dispatch/No Dispatch categories are not applicable to trunks.
• Product Reporting Levels
    • Resale residential POTS (dispatch & non-dispatch)
    • Resale business POTS (dispatch & non-dispatch)
    • Resale ISDN (dispatch & non-dispatch)
    • Resale Centrex (dispatch & non-dispatch)
    • Resale PBX (dispatch & non-dispatch)
    • Other Resale (dispatch & non-dispatch)
    • Unbundled loops 2-wire
    - w/interim number portability
    - w/o interim number portability
    • Unbundled loops all other
    - w/interim number portability
    - w/o interim number portability
    • Unbundled ports
    • Interconnection Trunks
	• Canceled Service Orders
	• Initial Order when supplemented by CLEC
	• Order Activities of BST associated with internal or administrative use of local services
	• D & F orders

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Order Completion Date • Order Completion Time • Service Type • Activity Type • State, Region and MSA	• Report Month • Average Order Completion Interval • Order Completion by Interval • Service Type • Activity Type • State, Region and MSA

PROVISIONING

Order Completion Interval Distribution and Average Completion Interval

RESALE RESIDENCE	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
No Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X

RESALE BUSINESS	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
No Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits								
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits								

UNE NON DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 -25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

UNE DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

PROVISIONING

UNE LOOPS w/LNP	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X

	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
LOCAL INTERCONNECTION TRUNKS	X	X	X	X	X	X	X	X

RESALE DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
Dispatch								
CLEC orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits								
BST orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x

PROVISIONING

Function:	Held Order Interval Distribution and Mean Interval
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Measurement Methodology:	**1. Mean Held Order Interval = å (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.** This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as "completed" via a valid completion notice and have passed the currently "committed completion date" for the order. *Held orders due to end-user reasons are included and identified in this report.* For each such order the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held, if identified. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. **2. Held Order Distribution Intervals** (# of Orders Held for ò 90 days) / (Total # of Orders Pending But Not Completed) X 100. (# of Orders Held for ò 15 days) / (Total # of Orders Pending But Not Completed) X 100. This "percentage orders held" measure is complementary to the held order interval but is designed to reflect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days are counted, unless otherwise noted as an exclusion. The total number of pending and past due orders are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days. **Definition:** Average time orders continue in a "non-complete" state for an extended period of time. **Methodology:** • Mechanized metric from ordering system.

PROVISIONING

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• Product Reporting Levels
   • Resale residential POTS (dispatch & non-dispatch)
   • Resale business POTS (dispatch & non-dispatch)
   • Resale ISDN (dispatch & non-dispatch)
   • Resale Centrex (dispatch & non-dispatch)
   • Resale PBX (dispatch & non-dispatch)
   • Other Resale (dispatch & non-dispatch)
   • Unbundled loops 2-wire
   - w/interim number portability
   - w/o interim number portability
   • Unbundled loops all other
   - w/interim number portability
   - w/o interim number portability
   • Unbundled ports
   • Interconnection Trunks
	• Any order canceled by the CLEC will be excluded from this measurement.
	• Order Activities of BST associated with internal or administrative use of local services.

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • State, Region and MSA	• Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • State, Region and MSA

Held Order Interval Distribution and Mean Interval

	%>=15 Days				%>=90 Days				Mean Interval
	Facilities	Equip.	Other	End User Reasons	Facilities	Equip.	Other	End User Reasons	
Local Interconnection Trunks	X	X	X	X	X	X	X	X	X
UNE Non Design	X	X	X	X	X	X	X	X	X
UNE Design	X	X	X	X	X	X	X	X	X
Resale - Residence	X	X	X	X	X	X	X	X	X
Resale - Business	X	X	X	X	X	X	X	X	X
Resale - Design	X	X	X	X	X	X	X	X	X
UNE - Loops w/LNP	X	X	X	X	X	X	X	X	X
BST Retail Residence	X	X	X	X	X	X	X	X	X
BST Retail Business	X	X	X	X	X	X	X	X	X
BST Retail Design	X	X	X	X	X	X	X	X	X

PROVISIONING

Function:	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.
Measurement Overview:	When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. There is no equivalent BST analog for Average Jeopardy & Percent Orders Given Jeopardy Notices.
Measurement Methodology:	3a. Average Jeopardy Interval = [ä (Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders in Jeopardy in Reporting Period). 3b. Numbers of Orders Given Jeopardy Notices in Reporting Period/Number of Orders Completed in Reporting Period.

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
 • CLEC Aggregate
 • State, Regional, and MSA Level
 • Product Reporting Levels
     • Resale residential POTS (dispatch & non-dispatch)
     • Resale business POTS (dispatch & non-dispatch)
     • Resale ISDN (dispatch & non-dispatch)
     • Resale Centrex (dispatch & non-dispatch)
     • Resale PBX (dispatch & non-dispatch)
     • Other Resale (dispatch & non-dispatch)
     • Unbundled loops 2-wire
    - w/interim number portability
    - w/o interim number portability
     • Unbundled loops all other
    - w/interim number portability
    - w/o interim number portability
     • Unbundled ports
     • Interconnection Trunks
	• Any order canceled by the CLEC will be excluded from this measurement
	 • Orders held for CLEC end user reasons

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type	• No BST Analog Exists

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.

	Average Interval of Prior Notification (Hours)	Percent Orders in Jeopardy
Local Interconnection Trunks	X	X
Resale Residence	X	X
Resale Business	X	X
Resale Design	X	X
UNE Loops with LNP	X	X
UNE	X	X

PROVISIONING

Function:	Installation Timeliness, Quality & Accuracy
Measurement Overview:	The "percent missed installation appointments" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Measurement Methodology:	**4. Percent Missed Installation Appointments = ä (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100** Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. *Missed Appointments caused by end-user reasons will be included and reported separately.* **Definition:** Percent of orders where completion's are not done by due date. See "Exclude Situations" for orders not included in this measurement **Methodology:** • Mechanized metric from ordering system **5. % Provisioning Troubles within 30 days of Service Order Activity = ä (Trouble reports on all completed orders ó 30 days following service order(s) completion) / (All Service Orders in a calendar month) X 100** **Definition:** Measures the quality and accuracy of completed orders **Methodology:** • Mechanized metric from ordering and maintenance systems.

PROVISIONING

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• Reporting Levels
   • Resale residential POTS (dispatch & non-dispatch)
   • Resale business POTS (dispatch & non-dispatch)
   • Resale ISDN (dispatch & non-dispatch)
   • Resale Centrex (dispatch & non-dispatch)
   • Resale PBX (dispatch & non-dispatch)
   • Other Resale (dispatch & non-dispatch)
   • Unbundled loops 2-wire
   - w/interim number portability
   - w/o interim number portability
   • Unbundled loops all other
   - w/interim number portability
   - w/o interim number portability
   • Unbundled ports
   • Interconnection Trunks
	• Orders canceled by the CLEC
	• Order Activities of BST associated with internal or administrative use of local services.

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State, Region, and MSA Level	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State, Region, and MSA Level

PROVISIONING

Percent Missed Installation Appointments

	Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
	CLEC/EU	BST	CLEC/EU	BST	LEC/EU	BST	LEC/EU	BST	EC/EU	BST	CLEC/EU	BST	LEC/EU	BST	LEC/EU	BST
Local Interconnection Trunks (Total Only)																
- Total																
UNE Non Design									X	X	X	X	X	X	X	X
- Total																
UNE Design									X	X	X	X	X	X	X	X
- Total																
Resale - Residence									X	X	X	X	X	X	X	X
- Total																
Resale - Business									X	X	X	X	X	X	X	X
- Total																
Resale - Design									X	X	X	X	X	X	X	X
- Total																
UNE - Loops w/LNP	X	X	X	X	X	X	X	X								
- Total																

Percent Missed Installation Appointments—*End User Caused Missed Appointments*

	Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
	CLEC/EU	BST	CLEC/EU	BST	LEC/EU	BST	LEC/EU	BST	EC/EU	BST	CLEC/EU	BST	LEC/EU	BST	LEC/EU	BST
Local Interconnection Trunks (Total Only)																
- Total																
UNE Non Design									X	X	X	X	X	X	X	X
- Total																
UNE Design									X	X	X	X	X	X	X	X
- Total																
Resale - Residence									X	X	X	X	X	X	X	X
- Total																
Resale - Business									X	X	X	X	X	X	X	X
- Total																
Resale - Design						.			X	X	X	X	X	X	X	X
- Total																
UNE - Loops w/LNP		X	X	X	X	X	X	X								
- Total																

PROVISIONING

Percent Provisioning Troubles within 30 days of Installation

	Dispatch	No-Dispatch	Total Only
Local Interconnection Trunks (CLEC & BST)			X
UNE Non Design	X	X	
UNE Design	X	X	
Resale - Residence	X	X	
Resale - Business	X	X	
Resale - Design	X	X	
UNE - Loops w/LNP	X	X	
BST Retail Residence	X	X	
BST Retail Business	X	X	
BST Retail Design	X	X	

· PROVISIONING

Function:	Coordinated Customer Conversions
Measurement Overview:	This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement only applies to service orders with and without LNP, with and without INP and where the CLEC has requested BST to provide a coordinated cut-over
Measurement Methodology:	6. **Average Coordinated Customer Conversion Interval = [å [(Completion Date and Time for Cross Connection of an Unbundled Loop)- Disconnection Date and Time of an Unbundled Loop)]] / Total Number of Unbundled Loop Orders for the reporting period.**

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• State, Regional, and MSA Level
• Reporting Levels
   • Resale residential POTS (dispatch & non-dispatch)
   • Resale business POTS (dispatch & non-dispatch)
   • Resale ISDN (dispatch & non-dispatch)
   • Resale Centrex (dispatch & non-dispatch)
   • Resale PBX (dispatch & non-dispatch)
   • Other Resale (dispatch & non-dispatch)
   • Unbundled loops 2-wire
   - w/interim number portability
   - w/o interim number portability
   • Unbundled loops all other
   - w/interim number portability
   - w/o interim number portability
   • Unbundled ports
   • Interconnection Trunks
	• Any order canceled by the CLEC will be excluded from this measurement.
	• Delays due to CLEC following disconnection of the unbundled loop
	• Any order where the CLEC has not requested a coordinated cut over
	• Unbundled Loops where there is no existing subscriber loop

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • • Committed Due Date • Service Type ♦ Cutover Start Time ♦ Cutover Completion time ♦ Portability start and completion times (INP orders)	• No BST Analog Exists

Coordinated Customer Conversions

	Average Interval
UNE Loops without LNP	X
UNE Loops with LNP	X
UNE Loops without INP	X
UNE Loops with INP	X

PROVISIONING

Function:	Average Completion Notice Interval
Measurement Overview:	The receipt of a completion notice by the CLEC from BST informs the carrier that their formal relationship with a customer has begun. This is useful to the CLEC in that it lets them know that they can begin with activities such as billing the customer for service.
Measurement Methodology:	7. Average Completion Notice Interval = Σ[(Date & Time of Notice of Completion) - (Date & Time of Work Completion)] / (Number of Orders Completed in Reporting Period) Definition: The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC. There is no equivalent BST Retail Measurement.

Reporting Dimensions:	Excluded Situations:
• Under Development	• Under Development
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Under Development	• N/A

Average Completion Notice Interval
Reported Month:

	Average Interval
CLEC A	
CLEC AGGREGATE	
- Resale Residence	X
- Resale Business	X
- Resale Special	X

MAINTENANCE & REPAIR

Function:	OSS Response Interval
Measurement Overview:	This measure is designed to monitor the time required for the CLEC interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. This measure also addresses the availability of the OSS interface for repair and maintenance.
Measurement Methodology:	**1. OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100** **Definition:** This measure shows the percentage of time the OSS interface is actually available compared to scheduled availability. Availability percentages for the CLEC and BST interface systems and for legacy systems accessed by them are captured. **Methodology:** Mechanized reports from OSSs. **2. OSS Response Interval = Access Times in Increments of Less Than or Equal to 4 Seconds, Greater Than 4 Seconds but Less Than or Equal to 10 Seconds, Less Than or Equal to 10 Seconds, Greater Than 10 Seconds, or Greater Than 30 Seconds.** **Definition:** Response intervals are determined by subtracting the time a request is submitted from the time the response is received. Percentages of requests falling into the categories listed above are reported, along with the actual number of requests falling into those categories. This measure provides a method to compare BST and CLEC response times for accessing the legacy data needed for maintenance & repair functions. **Methodology:** Mechanized reports from OSSs.

OSS Maintenance and Repair Interface Availability

OSS Interface	% Availability
CLEC TAFI	X
BST TAFI	X
LMOS Host	X
MARCH	X
SOCS	X

MAINTENANCE & REPAIR

OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL

Transaction Name	Transaction Totals			≤ 4 Seconds			≥ 4 and ≤ 10 Seconds			≤ 10.0 Sec.			> 10 Sec.			> 30 Sec.		
	CLEC	BST BUS	BST RES	CLEC	BST BUS	BST RES	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS
CRIS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLETH																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLR																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
OSPCM																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOSupd																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MARCH																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Predictor																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SOCS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LNP																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Function:	Average Answer Time - Repair Centers
Measurement Overview:	This measure s monitors that BSTs handling of support center calls from CLECs are comparable with support center calls by BST's retail customers.
Measurement Methodology:	1. Average Answer Time for BST's Repair Centers = (Total time in seconds for BST's Repair Centers response) / (Total number of calls) by reporting period Definition: This measure demonstrates an average response time for the CLEC to contact a BST representative Methodology: Mechanized report from Repair Centers Automatic Call Distributors.

Average Answer Time - Repair Centers

	Average Answer Time/Month in Seconds			
	Business Repair Center	BST Resale Repair Center	Residence Repair Center	UNE Center
Region Total	X	X	X	X

MAINTENANCE & REPAIR

Function:	Missed Repair Appointments
Measurement Overview:	When the data for this measure is collected for BST and a CLEC it can be used to compare the percentage of accurate estimates of the time required to complete service repairs for BST and the CLEC.
Measurement Methodology:	**2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100.** **Definition:** Percent of trouble reports not cleared by date and time committed. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. **Methodology:** Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• Product Reporting Levels
    • Resale residential POTS (dispatch & non-dispatch)
    • Resale business POTS (dispatch & non-dispatch)
    • Resale ISDN (dispatch & non-dispatch)
    • Resale Centrex (dispatch & non-dispatch)
    • Resale PBX (dispatch & non-dispatch)
    • Other Resale (dispatch & non-dispatch)
    • Unbundled loops 2-wire
    - w/interim number portability
    - w/o interim number portability
    • Unbundled loops all other
    - w/interim number portability
    - w/o interim number portability
    • Unbundled ports
    • Interconnection Trunks
	• Trouble tickets canceled at the CLEC request
	• BST trouble reports associated with internal or administrative service

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region, and MSA Level	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region and MSA Level

MAINTENANCE & REPAIR

Missed Repair Appointments

	Total	Dispatch		No-Dispatch	
		CLEC/EU	BST	CLEC/EU	BST
Local Interconnection Trunks **					
- Total					
Resale - Residence	X	X	X	X	X
- Total		X		X	
Resale - Business	X	X	X	X	X
- Total		X		X	
Resale - Design **					
- Total					
UNE Design **					
- Total					
UNE Non Design	X	X	X	X	X
- Total		X		X	
BST					
Local Interconnection Trunks **					
Retail Residence	X	X		X	
Retail Business	X	X		X	
Retail Design **	X	X		X	

Note**: Customer Trouble Reports related to Interconnection Trunks and Design services are not given appointments, but are handled on a priority first in, first out basis

Version: 12/18/98

MAINTENANCE & REPAIR

Function:	Customer Trouble Report Rate
Measurement Overview:	This measure can be used to establish the frequency (rate) of customer trouble reports and employed to compare CLEC with BST results.
Measurement Methodology:	**1. Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100. Note: Local Interconnection Trunks are reported only as total troubles.** The Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total number of "service access lines" existing for CLECs and BST respectively at the end of the report period. **Definition:** Initial and repeated customer direct or referred troubles reported within a calendar month (Where cause is not in carrier equipment) per 100 lines/circuits in service. **Methodology:** Mechanized metric for trouble reports and lines in service.

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• Product Reporting Levels
   • Resale residential POTS (dispatch & non-dispatch)
   • Resale business POTS (dispatch & non-dispatch)
   • Resale ISDN (dispatch & non-dispatch)
   • Resale Centrex (dispatch & non-dispatch)
   • Resale PBX (dispatch & non-dispatch)
   • Other Resale (dispatch & non-dispatch)
   • Unbundled loops 2-wire
   - w/interim number portability
   - w/o interim number portability
   • Unbundled loops all other
   - w/interim number portability
   - w/o interim number portability
   • Unbundled ports
   • Interconnection Trunks
	• Trouble tickets canceled at the CLEC request
	• BST trouble reports associated with administrative service

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region, and MSA Level • # Service Access Lines in Service at end of period	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region, and MSA Level • # Service Access Lines in Service at end of period

MAINTENANCE & REPAIR

Customer Trouble Report Rate

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X
UNE Loop w/LNP		X	X

Function:	Quality of Repair & Time to Restore
Measurement Overview:	This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance requests are cleared comparably to BST maintenance requests.
Measurement Methodology:	3. **Maintenance Average Duration = (Total Duration Time from the Receipt to the Clearing of Trouble Reports) / (Total Closed Troubles) in reporting period** 4. **Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Closed Troubles) in reporting period X 100** 5. **Out of Service (OOS) > 24 Hours = (Total Troubles OOS > 24 Hours) / (Total OOS Troubles) X 100** **Definition:** For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours. For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/circuit as a previous trouble report within the last 30 calendar days as a percent of total troubles reported. For Average Duration: Average time from the receipt of a trouble until the trouble is cleared. **Methodology:** Mechanized metric from maintenance database(s).

MAINTENANCE & REPAIR

Reporting Dimensions:	Excluded Situations:

• CLEC Specific
• CLEC Aggregate
• BST Aggregate
• State, Regional, and MSA Level
• Reporting Levels
   • Resale residential POTS (dispatch & non-dispatch)
   • Resale business POTS (dispatch & non-dispatch)
   • Resale ISDN (dispatch & non-dispatch)
   • Resale Centrex (dispatch & non-dispatch)
   • Resale PBX (dispatch & non-dispatch)
   • Other Resale (dispatch & non-dispatch)
   • Unbundled loops 2-wire
   - w/interim number portability
   - w/o interim number portability
   • Unbundled loops all other
   - w/interim number portability
   - w/o interim number portability
   • Unbundled ports
   • Interconnection Trunks
	• Trouble reports canceled at the CLEC request
	• BST trouble reports associated with administrative service

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region, and MSA Level	• Report Month • Total Troubles • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports with 30 Days • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State, Region, and MSA Level

MAINTENANCE & REPAIR

Maintenance Average Duration

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

Percent Repeat Trouble within 30 Days

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

Out of Service more than 24 Hours

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

· BILLING

Function:	Invoice Accuracy & Timeliness
Measurement Overview:	The accuracy of billing invoices delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	1. **Invoice Accuracy = [(Total Billed Revenues during current month) - (/Total Adjustment Revenues during current month/) / Total Billed Revenues during current month] x 100** This measure provides the percentage accuracy of the billing invoices for a CLEC by dividing the difference between the total billed revenue and total adjustment revenues by the total billed revenues during the current month. 2. **Mean Time to Deliver Invoices = Σ[(Invoice Transmission Date) - (Date of Scheduled Bill Close)] / (Count of Invoices Transmitted in Reporting Period)** This measure provides the mean interval for billing invoices. CRIS-based invoices should be released for delivery within six (6) workdays, and CABS-based invoices should be released for delivery within eight (8) calendar days. **Objective:** Measures the percentage of accuracy and mean interval for timeliness of billing records delivered to CLECs in an agreed upon format.

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate	• Any invoices rejected due to formatting or content errors • Adjustments not related to billing errors (e.g., credits for service outage)
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**

• Report Monthly
 • Invoice Type
   ■ Resale
   ■ Unbundled Element Invoices (UNE)
   ■ Interconnection
	• Report Monthly
	 • Retail Type
	   ■ CRIS
	   ■ CABS

Invoice Accuracy

Reported Month: Invoice Type:

	Total Billed Revenues	Total Adjustment Revenues	% Accuracy
CLEC A	X	X	X
CLEC AGGREGATE	X	X	X
BST AGGREGATE	X	X	X

Invoice Timeliness

Reported Month:

Invoice Type:	% CRIS Bills Released (by 6th Workday)	% CABS Bills Released (By 8th Workday)
CLEC Specific Region		
CLEC Aggregate Region		
- Resale	X	
- UNE	X	
- Interconnection		Y
BST Aggregate Region	X	X

BILLING

Function:	Usage Data Delivery Accuracy, Timeliness & Completeness
Measurement Overview:	The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	1. **Usage Data Delivery Accuracy = (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month** This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission. 2. **Usage Data Delivery Completeness = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date) / (Total number of Recorded usage records delivered during the current month)** This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. 3. **Usage Data Delivery Timeliness = (Total number of usage records sent within six(6) calendar days from initial recording/receipt) / (Total number of usage records sent)** This measurement provides percentage of recorded usage data(BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. **Objective:** The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded by other carriers) to the appropriate CLEC. **Methodology:** The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC. Timeliness and completeness measures are reported on the same report.

BILLING

Reporting Dimensions:	Excluded Situations:
• CLEC Aggregate • CLEC Specific • BST Aggregate	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**

• Report Month
• Record Type
   ■ BellSouth Recorded
   ■ Non-BellSouth Recorded
	• Report Monthly
	• Record Type

Usage Data Delivery Accuracy
Reported Month:

Reported Month	Total Data Packs Sent	Total Packs Requiring Retransmission	% Accuracy
CLEC A	X	X	X
CLEC Aggregate	X	X	X
BST Aggregate	X	X	X

Usage Records Timeliness and Completeness
Report Period:

CLEC A			CLEC Aggregate			BST Aggregate		
Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %
X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X

Version: 12/18/98

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Function:	Speed to Answer Performance
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local services. The same facilities and operators are used to handle BST and CLEC customer calls, as well as inbound call queues that will not differentiate between BST & CLEC service.
Measurement Methodology:	**1. Average Speed to Answer (Toll) =** Σ (Total Call Waiting Seconds) / (Total Calls Served) **2. Percent Answered within "X" Seconds (Toll) =** Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than thirty seconds. **3. Average Speed to Answer (DA) =** Σ (Total Call Waiting Seconds) / (Total Calls Served) **4. Percent Answered within "X" Seconds (DA) =** Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than twenty seconds. **Definition:** Measurement of the average time in seconds calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame. **Methodology:** The Average Speed to Answer for Toll and DA is provided today from monthly system measurement reports, taken from the centralized call routing switches. The "Total Call Waiting Seconds" is a sub-component of this measure, which BellSouth systems calculate by monitoring the total number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "Total Calls Served" is the other sub-component of this measure, which BellSouth systems record as the total number of calls handled by Operator Services Toll or DA centers. The Percent Answered within thirty and twenty seconds measurement for Toll and DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within thirty/twenty seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates. Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Reporting Dimensions:	Excluded Situations:
• Toll Assistance (Toll) in Aggregate • Directory Assistance (DA) in Aggregate • State	• Calls abandoned by customers prior to answer by the BST Toll or DA operator

Data Retained (On Aggregate Basis):
• Month • Call Type (Toll or DA) • Average Speed of Answer

Report Formats:
Separate Reports will be produced for Each State in the BellSouth Region:

Operator Services: Toll & Directory Assistance

REPORT: OPERATOR SERVICES TOLL AND DIRECTORY ASSISTANCE
REPORT PERIOD: XX/XX/19XX - XX/XX/19XX
STATE:

	AVERAGE SPEED TO ANSWER (SECONDS)	% ANSWERED WITHIN "X" SECONDS
TOLL ASSISTANCE	X	% within 30 seconds
DIRECTORY ASSISTANCE	X	% within 20 seconds

E911

Function:	Timeliness and Accuracy
Measurement Overview:	• BellSouth's goal is to maintain 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The E911 database update process ensures that the CLECs' updates are handled in parity with BST's updates. BST uses Network Data Mover (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. SCC's goal is to process these updates within 24 hours. • CLECs ordering unbundled switching and facilities-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facilities-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement and are not included in the monthly SQM reports. • When BST retail or resale records experience errors in SCC's system, the errors are handled by either BST or SCC and processed within 24 hours. • BellSouth in conjunction with SCC provides accuracy and timeliness measurements for BST and its CLEC resale customers.
Measurement Methodology:	**1. E911 Timeliness = [(Number of Record Updates) / (Number of Submitted Record Updates)] X 100** **Definition:** Measures the percentage of E911 database updates processed within a 24-hour period. Based upon completed service order activity within the 24 hour period, one batch per end office is transmitted daily by BST to SCC. **Methodology:** Mechanized metric from SCC's E911 database. **2. E911 Accuracy = [(Number of Record Updates with No Initial Errors) / (Total Number of Record Updates)] X 100** **Definition:** Measures the percentage of E911 database updates processed by SCC with no initial errors. **Methodology:** Mechanized metric from SCC's 911 database. **3. E911 Mean Interval = E911 Mean Interval = Sum [(Date and Time of E911 Service Request Completion) - (Date and Time of E911 Service Request Acknowledgement)] / (Number of Service Requests Completed in Reporting Period)** **Definition:** Measures the mean interval of E911 database updates. **Methodology:** Mechanized metric from SCC's E911 database.

E911

Reporting Dimensions:		Excluded Situations:	
• BST Aggregate (Includes CLEC resale customers) • State and Regional Level		• Any order canceled by the CLEC. • Order Activities of BST associated with internal or administrative use of local services • Facilities based CLEC Orders.	
Data Retained Relating to CLEC Experience:		**Data Retained Relating to BST Performance:**	
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • State and Region		• Report Month • Error Type • Average number of error • Standard Order Activity • State and Region	

Timeliness and Accuracy

	% E911 Accuracy	E911 Timeliness (% within 24 Hours)
State 1	X	X
State 2	X	X
State 3	X	X
State 4	X	X
State 5	X	X
State 6	X	X
State 7	X	X
State 8	X	X
State 9	X	X
REGION	X	X

Mean Interval

	Mean Interval	0-4 Hrs.	4-8 Hrs.	8-12 Hrs.	12-16 Hrs.	16-20 Hrs.	20-24 Hrs.	24+ Hrs.
State 1	X	X	X	X	X	X	X	X
State 2	X	X	X	X	X	X	X	X
State 3	X	X	X	X	X	X	X	X
State 4	X	X	X	X	X	X	X	X
State 5	X	X	X	X	X	X	X	X
State 6	X	X	X	X	X	X	X	X
State 7	X	X	X	X	X	X	X	X
State 8	X	X	X	X	X	X	X	X
State 9	X	X	X	X	X	X	X	X
REGION	X	X	X	X	X	X	X	X

TRUNK GROUP PERFORMANCE

Function:	Interconnection Trunk Performance
Measurement Overview:	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	1. **Trunk Group Service Summary: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate.** Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours. 2. **Trunk Group Service Detail: Provides a detailed list of all final trunk groups between POTs and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN).** Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%. Measured Blocking =[(Total number of Blocked Calls)/(Total number of Attempted Calls)] X 100

Reporting Dimensions:	Excluded Situations:
• BST Trunk Group Aggregate • CLEC Trunk Group Aggregate • CLEC Trunk Group Specific • State, Region, and MSA Level	• Trunk Groups for which valid traffic data measurement unavailable.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State, Region, and MSA Level • Exception Trunk detail	• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State, Region, and MSA Level • Exception Trunk detail

TRUNK GROUP PERFORMANCE

1. Trunk Group Service Summary

CLEC 1

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

CLEC Aggregate

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

BellSouth CTTG Trunk Group

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

TRUNK GROUP PERFORMANCE

3. Trunk Group Service Detail

CLEC

ORDERED	TGSN	BST SWITCH	CLEC POT	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Common Transport Trunk Group

ORDERED	TGSN	TANDEM	END OFFICE	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Local Network

ORDERED	TGSN	A-End	Z-End	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

Trunking Definitions

Field Name	Description	Data Type
Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
POT	Identifier for the CLEC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum(8)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)

TRUNK GROUP PERFORMANCE

Trunking Definitions (Continued)

Field Name	Description	Data Type
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
DESCRPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(15)
OBSVD BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric
HR	Time of day when the maximum observed blocking was recorded.	Numeric
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NBR RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(2)
RMKS	Cause of blocking and/or release plan	AlphaNum

Collocation

Function:	Response Interval, Provisioning Interval and Timeliness for Providing Collocation Space to a CLEC in a BellSouth Central Office.
Measurement Overview:	Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth offers both Virtual and Physical Collocation and will report its performance on these offerings separately. The milestones in the process for which measurements will be provided are: the average time to respond to a request after we have the complete application; the average time between receiving the bona fide firm order until the space is made available to the CLEC; and the percentage of due dates on firm orders missed.
Measurement Methodology:	1. **Average Response Time = ä (Request Response Date & Time) - (Request Submission Date & Time)/Count of Responses Returned in Reporting Period.** **Definition:** Measures the average time from the receipt of a complete and accurate Collocation Request (including receipt of Application Fees) to the date BellSouth responds in writing. Methodology: Manual 2. **Average Arrangement Time = ä (Date & Time Collocation Arrangement is Complete) - (Date & Time Order for Collocation Arrangement submitted)/Total Numbers of Collocation Arrangements Completed during Reporting Period.** **Definition:** Measures the Average Time from the receipt of complete and accurate Firm Order (including Fees) to date BellSouth completes the Collocation Arrangement [Called "BellSouth complete date". Assumes space and construction complete and network infrastructure complete.] Methodology: Manual 3. **% of Due Dates Missed = (Number of Orders not completed w/i ILEC committed Due Date during reporting period) / (Number of Orders completed in reporting period) X 100.** **Definition:** Measures the percent of Collocation space request, including construction and network infrastructure, that are not complete on the due date. Methodology: Manual

Reporting Dimensions:	Excluded Situations:
• State, Regional, and MSA Level • Virtual • Physical	• Any order canceled by the CLEC. • Time for BST to obtain any permits • Collocation contract negotiations
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Application Submission Date • Firm Order Submission Time • Space Acceptance Date	• Report Month • Application • Application Response • Firm Order • BST Completion Date

Appendix A: Reporting Scope

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types:	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC State • CLEC Region • CLEC MSA • Aggregate CLEC State • Aggregate CLEC Region • Aggregate CLEC MSA • BST State • BST Region • BST MSA

Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.
	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.

Appendix B: Glossary of Acronyms and Terms

D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FLOW-THROUGH	In the context of this document, orders that are processed mechanically without human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.
G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		

Appendix B: Glossary of Acronyms and Terms

L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System which stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.
N	**NC**	"No Circuits" - All circuits busy announcement